Department of Public Works and Transportation Montgomery County, Maryland

DIVISION OF SOLID WASTE SERVICES



Almost 1,100 County residents attended the DSWS celebration of Earth Day on Saturday, April 26. Staff and volunteers provided educational materials, information, recycling and composting bins, and activities such as terrarium and puppet making. In addition, the Recycling Center was open and in operation, so attendees took shuttle buses to tour the facility.

MONTHLY REPORT APRIL 2008

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OVERVIEW

Tonnage at a Glance

The following table shows key material flows during the current month, fiscal year to date (FY Total), and the current calendar month in the two prior fiscal years. (County Fiscal Year 2008 began July 1, 2007.)

FACILITY	Apr FY08	FY08 Total	Apr FY07	Apr FY 06
Materials Recovery Facility ⁽¹⁾	7,520 tons	77,436 tons	7,822 tons	7,433 tons
Brunswick Landfill Facility ⁽²⁾	20, 849 tons	213,651 tons	22,816 tons	25,130 tons
Resource Recovery Facility ⁽³⁾	47,857 tons	473,491 tons	47,192 tons	50,051 tons
Yard Trim Compost Facility	5,488 tons	62,504 tons	3,950 tons	3,838 tons

⁽¹⁾ MRF tons reported as outgoing

Revenue Analysis and Systems Evaluation

During April, program staff:

- Researched properties and entered billing changes into the database;
- Continued work on the Equity Enhancement Study for Task Order #25;
- Prepared monthly house counts for collection contractors;
- Processed vacancy refunds payable in April;
- Updated Access[™] databases and Excel[™] spreadsheets for monthly Refuse and Recycling Collection contractor reports;
- Continued routine research and correction of solid waste fee abnormalities as they emerge in the property tax database;
- Generated Hauler/Collector Credit Account invoices for April 2008 totaling \$1,483,212.15 (an increase of \$98,143.24 over April 2007);
- Updated the Aging Report (30-day arrearage was \$1,707.60 as of May 8, 2008);
- Reconciled April 2008 tons to monies posted in FAMIS, as well as to the total dollars charged in Paradigm;
- Completed compiling data for the CY07 Mass Balance (County-Wide Materials Flow Analysis);
- Continued to update and verify information in the Division of Solid Waste Services' (DSWS) Fixed Asset Database;
- Continued review and analysis of the FY09 budget submission;
- Completed FY08 3rd Quarter Budget Analysis and submitted to OMB;
- Liquidated funds from current and prior year purchase orders that were not going to be used during FY08; and
- Completed survey and generated report from 223 hauler/collectors.

⁽²⁾ Refers to waste sent to the landfill for disposal (ash residue and nonprocessible waste). It does not include rubble and bulk natural wood waste that is recycled.

³⁾ RRF tonnage refers to tons burned (processed). Waste shipped from the Transfer Station but not burned is in the pit and is not included in the tonnage presented here. These tonnages are preliminary, with adjustments made in the September and December monthly reports.

CITIZEN COMMITTEES

<u>Dickerson Area Facilities Implementation Group (DAFIG)</u> – The next meeting will be held on Tuesday, June 10, 2008, at the Gothic Barn in Dickerson.

Solid Waste Advisory Committee (SWAC) – SWAC held its regular monthly meeting on Tuesday, April 1, 2008, in the Executive Office Building Lobby Level Auditorium. Twelve SWAC members, three County staff, and one guest were in attendance. County staff presented highlights of the 10-Year Solid Waste Management Plan. The next scheduled meeting will be held on Tuesday, June 3, 2008.

COLLECTIONS

<u>News</u> – DSWS received 264 cards of the 347 units in the North Sherwood Forest/Colesville Manor Estate, with 68.88 percent voting yes. Of the 264 cards received, (239) 90.53 percent have voted yes. Voting concludes May 10, 2008.

Resident Missed Collection Complaints:

April 2008	133
April 2007	126
Difference	+7

Call Center:

Calls received	5,925
E-mails received	1,373
Voicemails received	253
Bulk trash requests	1,895
Scrap metal requests	2,251
Blue bin requests	985
Blue cart requests	240

Public Outreach:

• Survey Cards:

The Upcounty field staff and our Public Service Worker distributed 335 survey cards in April and received 13 percent of the cards back.

	Excellent	Good	Average	Fair	Poor
Recycling Programs	72%	24%	0%	4%	3%
County Staff	73%	19%	6%	2%	0%
Collection Contractors	73%	14%	9%	2%	2%

Comments from Survey Cards:

"I am pleased about the different types of products the County accepts for recycling (e.g. motor oil at the Transfer Station). Please take more plastics than #1 and #2 at the curb."

"Please expand plastic recycling."

"It would be nice to have some easy way to recycle plastic bags. Very efficient replacement of broken recycle bin--but I liked the small size better."

"The gentlemen that service my street are always so polite and friendly and about their job."

"We share a driveway with three other neighbors so when our recycle bins were delivered to our door as opposed to being dropped off at the street, I was impressed."

"Very rapid response to problems."

"Very helpful staff."

"The collection contractors are always pleasant and efficient. The staff person who spoke to me on the phone (Ms. Morillo) was very nice, helpful and knowledgeable."

"The plastic recycling program is not broad enough. There are tons of plastic containers without 'necks'!! The paper/box recycling is great!"

"The County really needs to become more accepting of what gets picked up as yard waste and construction related debris, or better yet how about a down County Transfer Station? Really only one way up on 355 is not acceptable."

"Unity has become very sloppy w/ trash cans. Are they in such a hurry they cannot get the cans AND LIDS back into the yard? We had to replace a can because the lid was crushed."

"They should not block mailboxes."

Website Survey:

For the month of April, 61 residents responded to our website survey. The following are percentages detailing resident satisfaction with our recycling programs, crews, and collections staff:

	Excellent	Good	Average	Fair	Poor
Recycling Programs	64%	31%	3%	2%	0%
County Staff	78%	20%	2%	0%	0%
Recycling Crews	53%	38%	6%	3%	0%

• Comments from Website Surveys:

"Excellent website - very informative - quick response."

"The recycling crews are very messy. They leave trash scattered all around the street. If it falls out of the bin, they just leave it. I stay at home during the day and have watched this happening. No wonder there is so much trash scattered around our community! We live in Clarksburg."

"Swell service from web and from collections. BRAVO!"

"I urge you to expand the kinds of plastic you recycle. I would also wholeheartedly support the recycling of aseptic packages and milk and juice cartons. Thanks for what you are doing. It's an essential service that we too often take for granted."

"Keep up the good work!"

"Montgomery County is the best to its residents!!! Even with Ike Leggett's \$65K bathroom (it's not his fault, it was in the works before him)!"

"Your program is great, runs really well and I think you are doing a good job. I like being able to have everything picked up the same day (Monday). It makes it a lot easier than trying to remember which day to put things out. I would add more special pickups a year than just five per household, though."

"We are thrilled to have this service available!"

"Customer service was the best I have ever had."

"Someone keeps taking my recycle bin - this is the second time I have had to order. Thank goodness it is easy and quick! Thank you!"

"The Call Center is very responsive. I emailed a question this morning, and received a response the same day. Monica Morillo went above and beyond to satisfy my request."

Enforcement Actions:

One notice of violation was issued for finding a collection vehicle to be in an unsafe physical, mechanical or sanitary condition (Montgomery County Code, Chapter 48.20d).

Beauty Spot Monitoring:

Here is the summary of the activity in April:

	Number of	Attempted	Attempted	Attempted	Attempted
	Users Per	Non County	Yard Trim	Scrap Metal	Unacceptable
	Day	Users Per	Users Per	Users Per	Material Users
	-	Day	Day	Day	Per Day
Damascus	96	2%	5%	29%	2%
Poolesville	101	1%	4%	16%	7%

Web Site:

The following is information gathered from the Montgomery County Solid Waste web site through the month of April:

Email List Memberships*

Topic	Members	New Sign-Ups
Holiday Reminder	12,970	310
HHW Announcements	2,962	38
Newsletter Helper	1,224	19
Facility Updates	709	10

^{*(}This month, the eSubscription mailing lists were "cleaned" of their bouncing email addresses. For this reason, the total number of our subscribers is adjusted from previous reports.)

Solid Waste Services Website

Unique Visitors	46,849
Page Loads	149,357

Live Chats

Live	28
Missed	14

Most Popular Web Pages

1. How to recycle/dispose of
2. Transfer Station
3. Latex Paint
4. Bulk Trash
5. Household Hazardous Waste
6. Recycling Center
7. Curbside Recycling
8. Electronics Recycling
9. Scrap Metal
10. How to request bulk/scrap metal collection

WASTE MINIMIZATION

Product Recycled	Approximate weight recycled in April 2008 (tons)
Computers	74 tons
TVs	41 tons
Propane Tanks	2 tons
Textiles	9 tons
Construction Materials (Don't Dump – Donate)	6 tons
Vehicle Batteries	19 tons

HAZARDOUS WASTE PROGRAMS

<u>Household Hazardous Waste (HHW) Collection</u> – We had 6,506 patrons and solidified 47 cubic yards of paint this month.

The HHW Program received a leadership award from the Rechargeable Battery Recycling Corporation (RBRC) for recycling over 6,000 pounds per year of rechargeable batteries in 2006 and 2007.

<u>Small Quantity Generator/ECOWISE Program</u> – There were 12 ECOWISE participants this month.

WASTE REDUCTION

<u>Bicycle Recycling</u> – "Bikes for the World" restored and shipped 0.35 tons of bikes in April to countries worldwide.

<u>Paint Recycling</u> – The HHW Program gave away 42 cubic yards (5,250 gallons) of paint to Honduras (a record) and 309 gallons to walk-up customers.

<u>Straight Vegetable Oil (SVO) Recycling</u> – The SVO website to match people who have SVO powered vehicles with SVO generators is available. Please visit our site at www.montgomerycountymd.gov/veggieoil.

AIR PERMITS AND ENVIRONMENTAL PROGRAMS

<u>Resource Recovery Facility (RRF): CEMS Tracking of RRF Emissions</u> – There were no instances of stack gas concentration exceeding permit limitations during April.

<u>Oaks Landfill Air Emissions and Energy Recovery</u> – SCS Engineers, Inc. continues to conduct monthly gas sampling and analysis at the Oaks Landfill under an engineering

services contract. Methane concentrations were sampled six times averaging 50.7 percent by volume. (Those samples were taken twice each on April 4 at both the blower inlet and flare inlet, and each on April 18 at both blower inlet and flare inlet, and the same-day measurements were taken at least four hours apart.) Gas flow rate, sampled at the flare inlet at the same time as methane concentrations taken there, averaged 1,051 scfm. SCS

TES Contract (Weather Station) – All of the instrumentation worked normally in April. Data recovery for all parameters was 100% for the month. The total rainfall for the month was 5.52 inches.

WASTE REDUCTION AND RECYCLING

Public Education and Outreach - The Division's annual Earth Day celebration was a An estimated 1,078 people participated in the event and had the opportunity to learn about the County's comprehensive waste reduction, recycling and buying recycled programs, as well as composting, grasscycling, and more. Over 400 people went on the bus tour of the Recycling Center and had the opportunity to see firsthand how recyclable materials are processed by the County. In addition, residents were able to bring small electronic items for recycling and confidential paper for off-site shredding and recycling. A total of 2,761 pounds of electronic items and 464 pounds of confidential paper were collected for recycling. The Scrap Metal Recycling Challenge between the communities of Cabin John and Carderock Springs concluded on April 18. A total of 33,762 pounds of scrap metal items were collected between the two communities. A celebration announcing the winner of the challenge, Cabin John, as well as recognizing the efforts of the residents from both communities was held on April 27. To educate residents receiving County-provided recycling collection service of the County's curbside scrap metal recycling program, a series of print advertisements was developed and placed in numerous community newspapers during April and will continue through May. Planning is underway to coordinate the Division's annual Montgomery County Recycling Awareness Week, which will be held May 19 through 23.

On-Site Composting and Waste Reduction Activities – The Division hosted several composting and grasscycling workshops for residents in April. These workshops provided participants with on-site demonstrations and information on how to compost and grasscycle. A mailer specifically designed to encourage residents to grasscycle their grass clippings during the mowing season was mailed to all single-family households. In April, a total of 478 compost bins were distributed to encourage residents to compost their leaves and grass clippings on-site.

Recycling Investigations Unit – Since the unit was established, 12,087 site visits and 2,014 formal investigations have been conducted. In April, 99 NOV's were issued for infringements against the recycling regulations and Chapter 48. Twenty-one (21) citations were issued to businesses and multi-family properties for a variety of infractions, including failing to recycle required materials, failing to properly maintain the premises by permitting solid waste to be stored outside containers, failure to submit an annual

recycling and waste reduction report by the reporting deadline, and failing to provide recycling collection service and storage space to tenants.

Commercial Recycling and Waste Reduction – The SORRT Program conducted 776 on-site visits of businesses and participated in 32 educational events that reached 1,794 people this month. Staff resolved 3 complaints, delivered 1,322 recycling bins to small businesses, and responded to 104 requests for information ranging from requests for educational materials to presentations for property managers, tenants, and employees. Staff continues to conduct field verifications of annual recycling reports and expects to complete the verification process by the end of the summer. The fourth and final issue of the SORRT Network Newsletter is currently under development and is expected to be mailed out in late May. Work continues on a project to collect data to update the recyclable material conversion table that is provided to businesses to assist them in documenting and estimating the amount of materials they recycle.

Multi-Family Recycling and Waste Reduction – The TRRAC Program conducted 253 on-site visits to multi-family properties to monitor the status and progress of their recycling programs. Staff participated in 13 multi-family resident education events, many of which were in celebration of Earth Day, which reached 688 people. Staff also resolved 9 resident complaints, responded to 33 requests for information, and distributed 49 multifamily recycling bins. Multi-Family Annual Recycling and Waste Reduction Reports covering Calendar Year (CY) 2007 were due on February 1. DSWS received 559 reports, and no properties are outstanding. To ensure that the information submitted on the reports is accurate, field verification of the reports continues. DSWS' engineering contractor completed data collection for the engineering study to measure the effect of using different types of in-dwelling unit recycling containers on resident recycling participation at multi-family properties. Staff drafted a new brochure that summarizes multi-family property recycling and waste reduction requirements and the services the TRRAC program offers to assist properties with meeting those requirements. Staff also worked on revisions to brochures that will be reprinted this fiscal year.

<u>Mixed Paper Recycling</u> – Existing educational materials were distributed to residents at several events. Larger quantities of materials were also provided to homeowner associations and civic groups for their use and distribution. Staff is developing a mixed paper mailer that will be sent to single-family households later in the spring to provide a reminder of what types of paper are acceptable for recycling.

<u>Volunteer Activities</u> – Seventy volunteers provided 311 hours of their time to support recycling activities in April. Two volunteer recycling block captains contributed a total of three hours of their time to disseminate information to 23 residents in Bethesda and Rockville; four volunteers provided 39 hours of office assistance (three of these volunteers also participated in outreach events), and 67 volunteers provided 269 hours of service at various outreach events, speaking with 1,855 residents. The Recycling Volunteer Program recruited 5 new volunteers and 20 prospective volunteers in April. In addition, 23 volunteers participated in three recycling volunteer training sessions: an advanced training session on April 4; a general volunteer orientation session on April 7; and a composting training session held on April 14.

PILOT PROGRAMS

<u>Cooperative Collection/Alternative Collection</u> – The SORRT Program continues to monitor all three Cooperative Collection Projects in Silver Spring and Bethesda to ensure that all participants are recycling properly. DSWS has presented a potential new business for the Bethesda Cooperative Collection site with pricing information and is currently awaiting the business' decision to join the project.

<u>Multi-Family Recycling and Refuse Collection Project</u> – DSWS continues to monitor the five multi-family properties in Silver Spring and assist the property managers with improving their recycling programs and educating residents to ensure they recycle all of the required recyclable materials.

FACILITY ACTIVITIES

Resource Recovery Facility (RRF) – The RRF processed a total of 47,857 tons, or 1,595 tons per day. Trash deliveries averaged 11,727 tons per week. On April 12, Unit #1 was removed from service for its scheduled spring outage. Due to low waste receipts, it was left in stand-by after the outage was completed. On April 24, Unit #3 was taken out of service, too, due to low waste receipts. Both units were returned to service on April 28.

There were no OSHA recordable incidents this month.

There were no generation emergencies issued by PJM during this month. No power was purchased during the month.

There was no Code Orange or Code Red days forecasted during the month.

The following environmental activities occurred:

- Submitted the March 2008 Water Supply Monthly Operating Report to MDE.
- Submitted the 1st quarter 2008 Operations and Emissions report to MDE.
- Submitted the 1st quarter 2008 NPDES Discharge Monitoring Report to MDE.
- Finalized the 2008 Hazardous Material Use Permit renewals.
- Submitted the 2nd guarter 2008 Bacteriological Monitoring Report to MDE.
- Notified and submitted spill reports to MDE regarding spills and cleanups incidents from March 12 and 21.

<u>Materials Recovery Facility (MRF)</u> – Approximately 1,777 tons of commingled material were shipped out and approximately 5,743 tons of mixed paper were loaded out and transferred to the Office Paper Systems, Inc. processing facility in April. Some processing equipment, bollards and jersey barriers were painted. Replaced plastic curtains on the glass sorting chutes, and also replaced the shuttle conveyor between the trommel and air classifier. Hosted 1,180 visitors in April, including over 400 on April 26 when the county

celebrated Earth Day. We also shipped 12 tons of broken recycling blue bins and carts to be recycled.

<u>Oaks Landfill</u> – On behalf of the Northeast Maryland Waste Disposal Authority (NMWDA) and DSWS, SCS Engineers, Inc. (SCS) submitted the Permit to Construct Application to MDE on January 15 for the Landfill Gas-to-Energy project. SCS submitted a revised permit application on March 4. MDE will be starting the technical review of the permit application soon. A Public information meeting was held on April 9. A second informal informational meeting was held May 14, 2008.

<u>Gude Landfill</u> – On behalf of NMWDA and DSWS, SCS Engineers, Inc. (SCS) submitted the Permit to Construct Application to MDE on January 15 for the Landfill Gas-to-Energy project. MDE deemed the permit application administratively complete on February 4. MDE will be starting the technical review of the permit application soon. A Public information meeting was held on April 23.

The revised storm water management design concept for the Gude Landfill Yard Trim Processing Facility was approved by the Department of Permitting Services (DPS) on March 11. The project is proceeding with the 90 percent design submittal.

Solid Waste Transfer Station – Covanta shipped 51,534 tons of processible waste via rail from the Transfer Station to the RRF; 3,728 more tons than shipped in April, 2007.

The inbound radiation detectors had 13 alarms – 3 alarms involved a driver or passenger who had undergone recent medical tests and/or treatment involving radioactive isotopes and residual radiation, and 9 alarms identified as low levels of medical isotopes with short half-lives in trash. There was 1 false alarm.

<u>Transfer Station Enforcement</u> – Under Chapter 48 of the Montgomery County Code, a total of 94 enforcement actions were taken during the reporting period. The enforcement composition breakdown includes: 14 citations, 14 NOVs, and 1 verbal warning were issued for expired or outdated collector's tags; 20 citations, 12 NOVs, and no verbal warnings were issued for cardboard mixed with waste for disposal; no citations were issued for illegal dumping of solid waste; and 14 citations and 19 NOVs were issued for operating a collection vehicle without a tight-fitting cover.

<u>Site 2 Landfill Properties</u> – FMOS is almost complete with the work to breach the embankment of the two ponds scheduled for abandonment during FY08. Annual Inspections of the Site 2 properties were performed on April 16. FMOS is addressing a mold/mildew issue in the basement of the house at 19420 Wasche Road. Council Member Nancy Floreen met with the farming tenant at 19800 Wasche Road and DSWS Chief and staff to discuss the pond at that location.

<u>Yard Trim Compost Facility</u> – The facility received 5,488 tons of material for composting; this compares with 3,950 tons of material received during the same period last year. No material was diverted to back-up composting facilities.

There were 7,367 cubic yards of bulk LeafGro[™] were shipped this month, compared with 4,513 cubic yards for the same period last year. There were 79 cubic yards of Linden Farm Humus sold; this compares with 973 cubic yards for the same period last year.

Bagging Operation – 54,920 bags were shipped to distributors. This compares with 45,620 bags shipped during the same period last year. (Each bag is 1.5 cubic feet weighing 45 lbs.)

In April, no 1-cubic foot bags were sold.

OUT-OF-COUNTY HAUL

<u>Brunswick County, Virginia</u> – Approximately 15,338 tons of ash residue and 5,512 tons of nonprocessible waste were transported to the County's dedicated disposal cell at the Brunswick Waste Management Facility, Inc., Landfill in Brunswick County, Virginia.

<u>Tuscarora, Maryland</u> – No wood waste was shipped to Butler Tree Service in April. DSWS began processing large-diameter bulky wood waste at the Transfer Station in October 2007 instead of shipping it to outside contractors to be processed; this material is now recycled on-site.

<u>Laurel, Maryland</u> – Approximately 970 tons of asphalt was shipped to The Recycling Center in Laurel, Maryland, for recycling in April.

GENERAL INFORMATION

Important Telephone Numbers

General information on solid waste 240-777-6400

Customer Service 240-777-6410

Transfer Station 301-840-2370 (County Office)

301-590-1032 (Covanta) 301-330-2840 (MES)

Materials Recovery Facility 301-840-2701 (County Office)

301-417-1433 (MES)

Resource Recovery Facility 240-777-6494 (County Office)

301-916-3031 (Covanta)

Yard Trim Compost Facility 301-428-8185 (MES)

Internet for DSWS www.montgomerycountymd.gov/solidwaste

www.montgomerycountymd.gov/recycling

www.montgomerycountymd.gov/hazardouswaste

www.montgomerycountymd.gov/useitagain www.montgomerycountymd.gov/yardtrim www.montgomerycountymd.gov/veggieoil

Note: All comments, questions, and suggestions on the contents of this report should be addressed to:

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SOLID WASTE FACTS IN A NUTSHELL

TOPIC OR FACILITY	
Latest Tonnage of Materials Recycled in a Fiscal Year in Montgomery County	528,187 (FY07)
Latest Recycling Rate Reported in Montgomery County	43.2% (FY07)
Recycling Goal	50% by December 2010
Resource Recovery Facility (RRF)	Permitted Capacity = 657,000 tons per calendar year (based on 5,500 BTU/lb waste)
Yard Trim Compost Facility	Under the Sugarloaf Settlement Agreement, operations are limited to receipt of 77,000 tons per fiscal year. In FY07, 69,032 tons of yard trim were received at the Dickerson Facility. (An additional 8,247 tons of yard trim received in FY07 were sent to back-up composting facilities, for a total of 77,279 tons received during the fiscal year.)
# Residences receiving trash collection by County contractors	89,911
# Residences receiving collection of recyclables in blue bins and yard trim collection	209,478
Term of out-of-county waste transportation and disposal contract with Brunswick Waste Management Facility, Inc.	June 19, 1997 through June 30, 2012 with an option for a five-year renewal. (Service started October 20, 1997.)

GLOSSARY OF ACRONYMS

BTU British Thermal Unit

CEMS Continuous Emissions Monitoring System

CY Calendar Year

DPS Department of Permitting Services

DAFIG Dickerson Area Facilities Implementation Group

DSWS Division of Solid Waste Services

FMOS Facilities, Maintenance and Operations Section

FY Fiscal Year

HHW Household Hazardous Waste

MDE Maryland Department of Environment

MES Maryland Environmental Services

MRF Materials Recovery Facility

NMWDA Northeast Maryland Waste Disposal Authority

NPDES National Pollution Discharge Elimination System

NOV Notice of Violation

OSHA Occupational Safety & Health Administration

PJM Pennsylvania-New-Jersey-Maryland Interconnection

RBRC Rechargeable Battery Recycling Corporation

RRF Resource Recovery Facility

SCFM Standard cubic feet per minute

SCS SCS Engineers, Inc.

SORRT Smart Organizations Reduce and Recycle Tons

SWAC Solid Waste Advisory Committee

SVO Straight Vegetable Oil

TRRAC Think Reduce and Recycle at Apartments and Condominiums